

## **AMENDMENTS TO THE CLAIMS**

Claims 1-30 are pending. Claim 30 is newly added. Claims 1-3, 6, 14, 18, 23, 24, and 27 are amended. No new matter has been added.

The listing of claims will replace all prior versions, and listings, of claims in the application.

### **Listing of Claims:**

1. (Currently Amended) A computer-readable storage medium having code stored thereon, the code executable by a processor to perform a computer-implemented method of operating a message exchange network, the computer-implemented method comprising:

facilitating messaging among a plurality of services, messaging between a message sender and a message recipient involving ~~defining~~ a plurality of event categories, each event category of said plurality of event categories being associated with a different one of a plurality of stages of messaging between [[a]] the message sender and [[a]] the message recipient, said stages of said messaging including posting of a message, routing of a message, delivery of a message, and response to a delivered message;

detecting an error condition during messaging between [[a]] the message sender and [[a]] the message recipient;

~~coordinating~~ associating said error condition with an identified one of said stages of said messaging;

generating an alert message indicating said error condition and said identified stage of said messaging; and

transmitting said alert message to said message recipient.

2. (Currently Amended) A computer-readable storage medium having code stored thereon, the code executable by a processor to perform a computer-implemented method of operating a message exchange network, the computer-implemented method comprising:

facilitating messaging among a plurality of services, messaging between a message sender and a message recipient involving ~~defining~~ a plurality of event categories, each event category of said plurality of event categories being associated with a different one of a plurality of stages of messaging between [[a]] the message sender and [[a]] the message recipient, said stages of said messaging including posting of a message, routing of a message, delivery of a message, and response to a delivered message;

detecting a first event during said messaging;

~~coordinating~~ associating said first event with a first one of said plurality of event categories, said first event category associated with an identified one of said stages of said messaging;

generating a first alert message indicating said first event and said first event category;  
and

transmitting said first alert message to said message recipient.

3. (Currently Amended) A method of operating a message exchange network, comprising:

facilitating messaging among a plurality of services, messaging between a message sender and a message recipient involving ~~providing~~ a plurality of event categories, each event category of said plurality of event categories being associated with a different one of a plurality of stages of messaging between [[a]] message sender and [[a]] message recipient, said stages of said messaging including posting of a message, routing of a message, delivery of a message, and response to a delivered message;

~~coordinating~~ associating a message generated by a message sender with a message recipient;

detecting an event associated with said message;

~~coordinating~~ associating said event with a first one of said plurality of event categories, said first event category associated with an identified one of said stages of said messaging;

generating an alert message in response to detecting said event, said alert message indicating said event and said first event category; and

transmitting said alert message to said message recipient.

4. (Previously Presented) The computer-readable storage medium of claim 1, wherein said messaging occurs via a public network.

5. (Previously Presented) The computer-readable storage medium of claim 1, wherein detecting said error condition includes:

detecting said error condition in connection with processing of a message generated by said message sender.

6. (Currently Amended) The computer-readable storage medium of claim 5, wherein

~~coordinating~~ associating said error condition with said identified stage of said messaging includes:

~~coordinating~~ associating said error condition with one of posting of said message by said message sender, routing of said message to said message recipient, delivery of said message to said message recipient, and response to said message by said message recipient.

7. (Previously Presented) The computer-readable storage medium of claim 1, wherein transmitting said alert message includes:

transmitting said alert message to said message recipient even when said message generated by said message sender is not delivered to said message recipient.

8. (Previously Presented) The computer-readable storage medium of claim 1, wherein transmitting said alert message includes:

transmitting said alert message to said message recipient via a public network.

9. (Previously Presented) The computer-readable storage medium of claim 2, wherein said messaging occurs via a public network.

10. (Previously Presented) The computer-readable storage medium of claim 2, the computer-implemented method further comprising:

transmitting said first alert message to said message sender.

11. (Previously Presented) The computer-readable storage medium of claim 10, wherein transmitting said first alert message includes:

transmitting said first alert message to said at least one of said message sender and said message recipient via a public network.

12. (Previously Presented) The computer-readable storage medium of claim 2, the computer-implemented method further comprising:

transmitting said first alert message to a monitoring application program.

13. (Previously Presented) The computer-readable storage medium of claim 12, wherein transmitting said first alert message includes:

transmitting said first alert message to said monitoring application program via a public network.

14. (Currently Amended) The computer-readable storage medium of claim 2, the computer-implemented method further comprising:

detecting a second event during said messaging; and  
~~coordinating~~ associating said second event with said first event category.

15. (Previously Presented) The computer-readable storage medium of claim 14, wherein said first event and said second event correspond to different error conditions during said messaging.

16. (Previously Presented) The computer-readable storage medium of claim 14, wherein generating said first alert message includes:

generating said first alert message indicating said first event, said second event, and said first event category.

17. (Previously Presented) The computer-readable storage medium of claim 14, further comprising:

generating a second alert message indicating said second event and said first event category.

18. (Currently Amended) The computer-readable storage medium of claim 2, wherein said plurality of event categories includes a second event category, the computer-implemented method further comprising:

detecting a second event during said messaging; and  
~~coordinating~~ associating said second event with said second event category.

19. (Previously Presented) The computer-readable storage medium of claim 18, wherein said first event corresponds to a first error condition, and said second event corresponds to a second error condition.

20. (Previously Presented) The computer-readable storage medium of claim 18, wherein generating said first alert message includes:

generating said first alert message indicating said first event, said second event, said first event category, and said second event category.

21. (Previously Presented) The computer-readable storage medium of claim 18, further comprising:

generating a second alert message indicating said second event and said second event category.

22. (Original) The method of claim 3, wherein said event corresponds to one of a posting error, a routing error, a delivery error, a timeout error, and a message error.

23. (Currently Amended) The method of claim 3, further comprising:

~~coordinating~~ associating said event with a stage of processing of said message.

24. (Currently Amended) The method of claim 23, wherein ~~coordinating~~ associating said event with said stage of processing of said message includes:

~~coordinating~~ associating said event with one of posting of said message by said message sender, routing of said message to said message recipient, delivery of said message to said message recipient, and response to said message by said message recipient.

25. (Original) The method of claim 23, wherein generating said alert message includes:

generating said alert message indicating said event and said stage of processing of said message.

26. (Original) The method of claim 3, wherein transmitting said alert message includes:

transmitting said alert message to said message recipient even when said message generated by said message sender is not delivered to said message recipient.

27. (Currently Amended) A method of operating a message exchange network, comprising:

providing a plurality of stages of messaging between a message sender and a message recipient, said stages of said messaging including posting of a message, routing of a message, delivery of a message, and response to a delivered message;

detecting an event during a session;

~~coordinating~~ associating said event with an identified one of said stages of said messaging;

generating an alert message indicating said event and said identified stage of said messaging; and

transmitting said alert message to said message recipient.

28. (Previously Presented) The method of claim 27, wherein detecting said event includes:  
detecting said event during said messaging between said message sender and said message recipient.

29. (Previously Presented) The method of claim 28, wherein transmitting said alert message includes:

transmitting said alert message to an application program even when said application program does not participate in said messaging between said message sender and said message recipient.

30 (New). A method of operating a message exchange network, comprising:

associating a message generated by a message sender with a message recipient;

receiving said message posted by said message sender at said message exchange network, said posting involving a first stage of messaging;

routing said message to said message recipient, said routing involving a second stage of messaging;

delivering said message to said message recipient, said delivering involving a third stage of messaging;

receiving a response generated by said message recipient, said receiving of said response involving a fourth stage of messaging;

detecting an event associated with said message;

associating said event with an event category, said event category associated with an identified one of said first, second, third, or fourth stages of said messaging;

generating an alert message in response to detecting said event, said alert message indicating said event and said event category; and

transmitting said alert message to said message recipient.